



# State of Maine

## ***EMPLOYEE EMERGENCY! GUIDE***

*In Case of an*  
**Emergency  
Call**

**9-911**

Your physical address is?

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The purpose of this guide book is to protect employees, visitors, and property from the hazards of fire, bomb threats, and other dangers that may pose a threat.

This guide should be supplemented by specific Agency Emergency Action Plans.

Department heads shall be responsible for ensuring that an Emergency Action Plan is in place for each building their department occupies.

Department heads shall ensure that all personnel are educated to perform assigned tasks required in emergency situations, and that each person is familiar with the plan. In addition, the Department head shall also ensure that emergency plan changes or updates are communicated to all personnel.

These are GUIDELINES! Certain circumstances may occur which warrant different or additional action. Calm, good judgement and common sense must be utilized at all times.

**NO ONE SHOULD TAKE INDEPENDENT ACTION WHICH IS CONTRARY TO THE DEPARTMENT EMERGENCY ACTION PLAN OR THE GUIDELINES.**

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***BEFORE PROCEEDING, PLEASE TAKE THE TIME TO DO THE FOLLOWING!***

- ♦ Locate the nearest EXIT to your work area.
- ♦ Locate a second EXIT from your work area in case the primary EXIT is obstructed.
- ♦ Locate and review the evacuation plan for your floor or building.
- ♦ Know your EMERGENCY phone number for the building you are in. Remember, the number may not be the same in all State office complexes.
- ♦ If you are unsure about any of the above statements, please contact your supervisor to get clarification.
- ♦ Locate your street address and number and write it down in a prominent location.

# **BOMB THREATS**

In the event of a bomb threat, the person receiving the call should:

## **Step One - *STAY CALM***

- ♦ Keep the caller on the line as long as possible.
- ♦ Signal to someone to call the emergency number on the front of this book.
- ♦ Complete the bomb threat card on page 14 as best as possible while the caller is on the line.

## **Step Two**

- ♦ After the caller hangs up, report all information to **(9-911)** the emergency number on the front of this booklet. Remember to stay calm and make sure that someone has informed management.

Should the decision be made to evacuate the building, all employees will leave immediately by way of the designated primary EXIT. Employees will move at least 500 feet away from the building to their designated areas.

*(See evacuation procedures on page (5) five)*

# EVACUATION PROCEDURES

FOLLOW THESE PROCEDURES IF IT BECOMES NECESSARY TO EVACUATE.

- Step One** Do **NOT** use the elevator.
- Step Two** Remain calm, keep talking to a minimum.
- Step Three** Secure valuables, but don't take a lot of time.
- Step Four** Close all doors in your immediate work area. Don't worry about the windows.
- Step Five** EXIT in an orderly manner using the nearest (Primary) safe EXIT route.
- Step Six** Assist any special needs of employees or visitors.
- Step Seven** Those unable to descend stairs, should go to the Area of Refuge or nearest safe stairway for assistance from trained personnel.
- Step Eight** Once outside the building, merge with other people and move away from the building to your designated area.

Stay in this area; you will be notified when it is safe to return to your office or when to leave the premises.

*If you are in a building at night, on weekends, or on holidays, you are responsible for your own safety. Be familiar with the nearest **Safe EXIT**.*

# FIRE PROCEDURES

## *IN THE EVENT OF A FIRE*

**Step One**     Activate the nearest fire alarm.

**Step Two**     Call the emergency number on the front of this booklet. Give information clearly:

- ♦     Nature of the fire emergency
- ♦     Exact location of the fire emergency
- ♦     Extent of the fire emergency
- ♦     Your Name
- ♦     Specify if there is a special entrance to use
- ♦     Don't hang up until you are told to do so by the dispatcher or operator.

**Step Three**   **Do not** attempt to fight the fire unless you have trained in the use of a fire extinguisher, and the fire is still small.

**Step Four**     Once the alarm is heard, evacuate the building following the procedures described on page two.

### **NEVER**

#### **- Under any circumstances -**

*Use an elevator to evacuate a building during a fire emergency.*

**Step Five**     Once outside the building, stay clear of all roads and fire lanes around the building. Do not re-enter the building until authorized to do so by the appropriate authority, i.e. Management or Senior Fire Officer.

# MEDICAL AND FIRST AID EMERGENCIES

In the event of a *serious* injury or illness:

**Step One** Call the emergency number on the front of this booklet. Give the following information clearly:

- ◆ Nature of the medical emergency
- ◆ Exact location of the injured person
- ◆ Your Name
- ◆ Stay on the phone until you are told to hang up by the dispatcher or operator.

**Step Two** Do not leave the injured person unless it is absolutely necessary.

**Step Three** Send someone to meet the emergency responders at the outside door of the building to escort them to the ill or injured person.

*In the event of a minor injury or illness, seek first aid appropriate to the situation.*

*Report all incidents of injury to your supervisor!*



## NATURAL DISASTERS

Should any natural disaster strike while you are working (hurricanes, tornados, flooding, ice storms, etc.) follow the steps below:

- Step One**     Keep away from windows. Seek an area of safety - a closet, hallway, or any room which is not on an outside wall.
- Step Two**     If there is damage to your office (broken glass, leaking water, etc.) report it to your supervisor. The supervisor will report it to the proper authority.
- Step Three**    Remain in the area of safety until you receive instructions concerning the safest possible evacuation route.

Every effort should be made during the evacuation of the building to look for hazards both on the ground and from above. Broken limbs and wires pose a severe threat to your safety.

***(Await instructions from your supervisor—Remember, never touch a downed wire)***

## ELEVATOR EMERGENCY

If an elevator gets stuck , stay calm and call for help. Push the emergency button to sound the alarm. If you hear someone calling for help from an elevator, seek immediate assistance for them.

## EVACUATION DRILLS

Evacuation drills will be conducted as needed at regular intervals, and under varied conditions. This will ensure that all employees on duty are trained to perform the assigned tasks required by an Evacuation Plan. This will also ensure that each person is familiar with the location and use of the extinguishers if they are expected to use them.

# VEHICLE ACCIDENT

If you are involved in a motor vehicle accident while on state business in either a state owned vehicle or your own vehicle, follow these steps:

**Step One** If anyone is injured, call an ambulance. *Do not move the victim less it is absolutely necessary because of additional harm from a life threatening exposure, i.e. fire, traffic, etc..*

**Step Two** Call the Police (cell phone—\*77)

**Step Three** Take immediate action to prevent further damage at the scene of the accident.

**Step Four** Do *not* discuss the accident or sign any papers for anyone except your supervisor, police officers or a properly identified State Risk Management representative.

**Step Five** Be sure to obtain all facts and information about the accident including names and address of witnesses.

**Step Six** You must call Risk Management Div. immediately there is any injury or if the property damage is serious. A written report is to be submitted to State Risk Management within 24 hours.

## DESCRIPTION AND USE OF PORTABLE FIRE EXTINGUISHERS

**WARNING:** Do not attempt to fight a fire unless you have been trained in the use of the extinguisher, the fire is small and containable, and it is part of your Department/Bureau **Emergency Action Plan**.

### Types of Extinguishers:

**A:B:C - Multi-purpose**—Excellent on ordinary combustibles, flammable liquids and gasses, and electrical fires.

**B:C - Dry Chemical**—Good on flammable liquids and gasses, and electrical.

**B:C - Carbon Dioxide (CO<sub>2</sub>)** - Good on flammable liquids and gasses, and electrical.

**A—Pressurized Water**— Good on ordinary combustibles (paper, wood, clothing).

**B:C—Halon**—Depending on size, good on flammable liquids and gasses, and electrical. These extinguishers are found in computer rooms. (Note: these are being taken out of service as they are used).

### Extinguisher Use

**P**—Pull the locking pin.

**A**—Aim the nozzle at the base of the fire.

**S**—Squeeze the handles to start it flowing.

**S**—Sweep the agent back and forth at the base of the fire.

## FIRE EXTINGUISHMENT AND CONTAINMENT

To prevent horizontal and vertical spread of fire, the following procedures should be observed as evacuation takes place:

- ♦ Turn off all ventilation, air conditioning, fans, etc.
- ♦ Close all doors and windows to contain smoke, heat, and fire.
- ♦ Shut off all non-vital electronic equipment.

## **FIRE PREVENTION**

The best way to prevent fires is through good housekeeping practices and reporting any fire hazards to the Supervisor. Make it a habit to be alert for hazards.

- ♦ Keep corridors free, stairways clear, and all FIRE DOORS CLOSED.
- ♦ Only allow smoking in Authorized areas.
- ♦ Keep any flammable liquids in appropriate containers and in storage areas.
- ♦ Be alert to frayed wires or overloaded electrical circuits.
- ♦ Report any unsafe conditions to the Department Safety Committee.

If you have questions about fire prevention, contact your Supervisor or the State Safety & Health Director.

# Workplace Violence

Workplace violence takes several forms, they are:

- ◆ Violence by Strangers—involves verbal threats, threatening behavior or physical assaults by an assailant who has no legitimate business relationship in the workplace
- ◆ Violence by Customers or Clients—the assailant who either receives services from or is under custodial supervision of the effected employee.
- ◆ Violence by Co-Workers—the assailant has some employment-related involvement with the workplace, former employee, co-worker, supervisor or manager, for example.
- ◆ Violence by Personal Relations—personal relations include spouse, former spouse, lover, friend, or acquaintance.

## Warning Signs

- ◆ The person challenges Authority
- ◆ Under Influence of Drugs/Alcohol at Work
- ◆ Makes Verbal Threats
- ◆ Takes Obsessive Interest in Co-worker
- ◆ Blames Others For Own Problems/Failures
- ◆ Tries to Intimidate
- ◆ Total Disregard or Extreme Obsession With Personal Hygiene.

## Prevention

- ✓ Report any threatening actions by anyone to your supervisor.
- ✓ Report any signs of harassment or any signs of violence by anyone to your supervisor.
- ✓ Set up a buddy system with a co-worker.

## Reporting Violence

- ✓ Call Capital Security or the police department that covers your facility immediately.
- ✓ Do not change or clean up anything at the scene until instructed to do so by police.
- ✓ Do not touch anything handled by the attacker.

### **Working Alone After Dark**

- ✓ Always let your supervisor know when you are working late, and inform someone at home, so they know when to expect you.
- ✓ Park in a well lighted area, and as close to the door as possible. You may need to move it while it is still light.
- ✓ If someone else is in the building, have that person see that you get to your car safely.
- ✓ Have your car keys ready as you leave the building.
- ✓ Always check around and underneath your car as you approach.
- ✓ Before you enter, check the floor and back seat.
- ✓ Lock all car doors **as soon as you get in.**

# BOMB THREAT INFORMATION SHEET

## Questions to ask:

1. When is the bomb going to explode?
2. Where is it right now?
3. What does it look like?
4. What kind of bomb is it?
5. What will cause it to explode?
6. Did you place the bomb?
7. Why?
8. What is your address?
9. What is your name?

**EXACT WORDING OF THE THREAT:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Sex of caller: \_\_\_\_\_ Age: \_\_\_\_\_

Length of call: \_\_\_\_\_

No. at which received: \_\_\_\_\_

Time: \_\_\_\_\_ Date: \_\_\_\_\_

## CALLERS VOICE

- |  |   |                                      |
|--|---|--------------------------------------|
| <input type="checkbox"/> Calm            | <input type="checkbox"/> Crying         | <input type="checkbox"/> Ragged      |
| <input type="checkbox"/> Angry           | <input type="checkbox"/> Normal         | <input type="checkbox"/> Accent      |
| <input type="checkbox"/> Excited         | <input type="checkbox"/> Distinct       | <input type="checkbox"/> Familiar    |
| <input type="checkbox"/> Slow            | <input type="checkbox"/> Slurred        | <input type="checkbox"/> Deep        |
| <input type="checkbox"/> Rapid           | <input type="checkbox"/> Nasal          | <input type="checkbox"/> Raspy       |
| <input type="checkbox"/> Soft            | <input type="checkbox"/> Stutter        | <input type="checkbox"/> Lisp        |
| <input type="checkbox"/> Loud            | <input type="checkbox"/> Laughter       | <input type="checkbox"/> Disguised   |
| <input type="checkbox"/> Clearing throat | <input type="checkbox"/> Deep Breathing | <input type="checkbox"/> Crack voice |

**BACKGROUND SOUNDS:**

- |  |                                       |  |
|--|---------------------------------------|--|
| <input type="checkbox"/> Voices        | <input type="checkbox"/> PA System    | <input type="checkbox"/> Music         |
| <input type="checkbox"/> Motor         | <input type="checkbox"/> Clear        | <input type="checkbox"/> Static        |
| <input type="checkbox"/> Booth         | <input type="checkbox"/> Local        | <input type="checkbox"/> Long          |
| <input type="checkbox"/> Crockery      | <input type="checkbox"/> Factory      | Distance                               |
| <input type="checkbox"/> Street Noises | Machinery                             | <input type="checkbox"/> Animal Noises |
|  | <input type="checkbox"/> House Noises |  |

Other (Describe): \_\_\_\_\_

\_\_\_\_\_

**THREAT LANGUAGE**

- |                                |                                      |                                       |
|--------------------------------|--------------------------------------|---------------------------------------|
| <input type="checkbox"/> Foul  | <input type="checkbox"/> Irrational  | <input type="checkbox"/> Incoherent   |
| <input type="checkbox"/> Taped | <input type="checkbox"/> Well Spoken | <input type="checkbox"/> Read Message |

**Once you have completed this bomb treat information sheet to the best of your ability:**

1. Complete this information:

Your Name: \_\_\_\_\_

Your Title/Position: \_\_\_\_\_

Your Phone No.: \_\_\_\_\_

Today's Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

2. Report the completion of this information sheet to the emergency number on the front of the booklet.



# Dealing With Suspicious Mail

## What Should Make Me Suspect A Piece of Mail?

- ◆ It is addressed to someone no longer at your address?
- ◆ It is handwritten; Has no return address or you can't confirm that the address is legitimate.
- ◆ It has a poorly typed address, incorrect titles or just titles with no name or misspellings of common words.
- ◆ It is oddly shaped, lopsided or lumpy in appearance.
- ◆ It is sealed with excessive amounts of tape.
- ◆ It is marked with "personal" or "confidential."
- ◆ It has excessive postage.
- ◆ It has a powdery substance on the outside.
- ◆ It has strange orders or stains.

## What Should I Do With A Suspicious Piece of Mail?

- ◆ Do not handle a letter or package that you suspect is contaminated or might contain a bomb.
- ◆ Do not try to open the piece of mail.
- ◆ Do not shake it, bump it, or sniff it.
- ◆ Isolate the mail piece.
- ◆ Evacuate the immediate area.
- ◆ Notify appropriate supervisory personnel and law enforcement authorities.
- ◆ Wash your hands thoroughly with soap and water.

## Resources:

### ***United States Postal Service***

<http://www.usps.com/news/2001/press/serviceupdates.html>

# Terrorism

State owned or occupied buildings can be a potential terrorist target. Response to a terrorist threat or action should be a part of each building's Emergency Response Plan. Familiarize yourself with your building's Emergency Response Plan.

Preparation is the best strategy to deal with the issue of terrorism. Preparation should be both at the organizational and individual level. The Scout motto of "Be Prepared" certainly applies here.

As an individual, you can best prepare yourself by:

- ♦ **Being Knowledgeable**— Fear tends to dwell where knowledge does not exist. The more knowledge you have, the more likely you will respond in an appropriate and responsible manner when faced with a terrorist threat or attack.
- ♦ **Becoming Security Conscious**—Familiarize yourself with the security features, policy, and procedures of your building. Be sure you always completely follow each and every security procedure. Make sure unaccompanied strangers or visitors in your work area have a legitimate reason for being there. Never short cut or by-pass security measures.
- ♦ **Improving Your State of Awareness**— Maintain a state of constant vigilance. Be on the alert and watchful. Take more notice of what is going on around you at work, at home and in your neighborhood.

## Resources:

**Maine Emergency Management Agency—**

<http://www.state.me.us/mema>

**Center for Disease Control—**

<http://www.bt.cdc.gov>

## Safety and Health References

### Phone

- ♦ State Safety & Health Director            287-6783
- ♦ Bureau of Labor Standards                624-6400
- ♦ SafetyWorks!                                1-877-345-SAFE
- ♦ Maine Safety Council                        854-8441

### Web Sites

- ♦ Bureau of Labor Standards  
*[www.state.me.us/labor/bls/blsmain.html](http://www.state.me.us/labor/bls/blsmain.html)*
- ♦ Job Stress  
*[www.cdc.gov/niosh/stresshp.html](http://www.cdc.gov/niosh/stresshp.html)*
- ♦ Maine Safety Council  
*[www.mainesafety.org](http://www.mainesafety.org)*
- ♦ National Institute for Occupational Safety & Health  
*[www.cdc.gov/niosh](http://www.cdc.gov/niosh)*
- ♦ National Coalition on Ergonomics  
*[www.ncergo.org](http://www.ncergo.org)*
- ♦ Material Safety Data Sheets  
*[www.hazard.com](http://www.hazard.com)*
- ♦ OSHA  
*[www.OSHA.gov](http://www.OSHA.gov)*